

TEXAS DEPARTMENT OF HEALTH AUSTIN TEXAS INTER-OFFICE

TO: WIC Regional Directors

WIC Local Agency Directors

FROM: Barbara Keir, Director (Original Signed)

Division of Public Health Nutrition and Education

Bureau of Nutrition Services

DATE: August 1, 2003

SUBJECT: Formula Redemption Problems

The State Agency (SA) is attempting to identify the most common problems encountered by participants and vendors when participants attempt to redeem their formula vouchers. To accomplish this, we are requesting that you document all formula redemption problems reported to you by both participants and vendors on the attached form, *Formula Redemption Problems*.

Please distribute the attached form to each of your clinics and ask your staff to document all problems occurring between August 1st through August 31, 2003. Have each clinic fax the completed logs to Paula Kanter, Clinical Nutrition Specialist, at (512) 458-7446 by **Monday**, **September 8, 2003**. The information collected from all local agencies will help the SA improve guidance and training to our WIC vendors.

If you have questions or require additional information, please contact Paula Kanter, Clinical Nutrition Specialist, Bureau of Nutrition Services, at (512) 458-7111, extension 3528, or paula.kanter@tdh.state.tx.us.

Attachments

FORMULA REDEMPTION PROBLEMS

Local Agency Name	Ţ	LA #/	Site #	ţ

The State Agency is collecting information on formula redemption problems reported by participants and vendors. Please use this form to document all formula redemption problems your clinic encounters during the month of August (August 1-31, 2003) and the resolution. Additional copies of this form can be made if more than 3 problems are reported. Please contact Paula Kanter, Clinical Nutrition Specialist, at (512) 458-7111, extension 3528, or paula.kanter@tdh.state.tx.us with any questions about completing this form.

Fax completed form(s) to Paula Kanter, at (512) 458-7446 by Monday, September 8, 2003.

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Problem	reported by	Name of the	Date	Time	Name and Type of	Description of the Problem	Resolution	
(che	eck one)	Vendor Involved	Problem	Problem	Formula Involved	Reported by Vendor or		
Vendor	Participant		Occurred	Occurred	(e.g., powd., conc., RTU)	Participant		